

Quick Reference ServiceNow Approval Request

ServiceNow Approval Requests are defined for all tasks and allow users or groups to be associated with a task for the purpose of either approving or rejecting that task.

- The Approval Request is sent to the appropriate approver or group via email.
 - The Approver or Approval Group is determined by what is being requested.
 - The Approval Group is comprised of individuals who were selected when the request was submitted.
 - The other most common recipient of the approval is the listed “Requested For” Manager (Listed in body of email and is a field on the actual request.)
- Approvals are sent for: Change Requests, Access, Software, Equipment, and for other specific items.

Approval Request Procedure

- The requested item is submitted.
- The system sends an email to the Approver or Approval Group requesting approval or rejection of the request (Figure 1). **Do not select Reply or Reply to all.**
- Approve or reject the request.

If you choose...	Result...
Click here to approve RITM...	<ul style="list-style-type: none"> Email opens with “approve” notification in the Subject line (Figure 2). Comments field allows the approver to add any special notes about the request. The request process continues.
Click here to reject RITM...	<ul style="list-style-type: none"> Email opens with “reject” notification in the Subject line (Figure 3.). Comments field allows the approver to add any special notes about the request. The request is closed.

- Choose **Send** to update the request and complete the process.
 - If the approval request has not been processed after 2 days, a new approval request will be sent by the system.
 - The resent approval request will continue to be sent through day 14 or until processed.
 - If after 14 days of inactivity on the approval request, the request will be rejected and closed.
 - The “requested for” will be notified with the following statement in the Comments field:

“System rejected request due to approval inactivity”

Comments or suggestions about this document may be sent by email to: DTC_IT_ServiceNow

Approval Request Email



Requested Item RITM0082015 Approval Request
 IT Service Desk to: snclest
 Please respond to IT Service Desk

06/17/2015 01:33 PM
[Show Details](#)

Type of Approval: Manager approval
 Short Description: Website Access Request
 Priority: 5 - Low
 Requested For:
 Requested By: JJ Cortez
 Total Price: \$0.00

Number: RITM0082015
 Request Item: Website Access Request - 1 at \$0.00 each
 Requested for: JJ Cortez
 Requestor:
 Location: AZO041 - IT Service Management
 Phone: 480-606-5841
 Manager: Debra Smith
 Store manager:
 User Information:
 null:
 Website type: Social Media or NON Tire/Wheel related
 URL (web address): www.jabbrag.com
 Business need/Justification/Additional information: I will be testing the Social Media request as part of the XYZ project and need access to jabbrag.com to ensure that it will still work with the upgrade in place.
 Comments:

[Click here to approve RITM0082015](#)

[Click here to reject RITM0082015](#)

RefMSG2528556

Figure 1. Approval Request Example

Approved Email Notification

Send Send and File... Send and TRIM Save as Draft Delivery Options...

To: dtcqqa@service-now.com
 Cc:
 Bcc:
 Subject: Re:RITM0082015 approve

Comments

RefMSG2528556

Figure 2. Approved Email Notification Example

Rejected Email Notification

Send Send and File... Send and TRIM Save as Draft Delivery Options...

To: dtcqqa@service-now.com
 Cc:
 Bcc:
 Subject: Re:RITM0082015 reject

Comments

RefMSG2528556

Figure 3. Rejected Email Notification Example